

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Contract Number	Page of Pages	
			1	1
2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption	
DCTO-2012-R-0342-A2	February 28, 2012		Development, Installation and Operation of Taxicab Smart Meter System (TSMS)	
6. Issued by:		7. Administered by (If other than line 6)		
Code				
Office of Contracting and Procurement Information Technology Group 441 4 <sup>th</sup> Street, N.W., Suite 700 South Washington, D.C. 20001				
8. Name and Address of Contractor (No. street, city, county, state and zip code)		9A. Amendment of Solicitation No.		
ALL PROSPECTIVE OFFERORS		DCTO-2012-R-0342		
		9B. Dated (See Item 11)		
		January 25, 2012		
		10A. Modification of Contractor/Order No.		
		X		
		10B. Dated (See Item 13)		
Code		Facility		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. Accounting and Appropriation Data (If Required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTORS/ORDERS , IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14				
A. This change order is issued pursuant to (Specify Authority): 27 DCMR, Chapter 36, Section 3601.2(b) The changes set forth in Item 14 are made in the contract/order no. in item 10A.				
B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the authority of:				
C. This supplemental agreement is entered into pursuant to authority of: 27 DCMR 3601.2 27 DCMR, Chapter 26, 3601.1				
D. Other (Specify type of modification and authority) Exercise of Option, 27 DCMR, Chapter 20, Section 2008 and Option to Extend the Term of the Contract, Section F.2				
<b>E. IMPORTANT:</b> Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return one (1) copy to the issuing office.				
<b>DELETE:</b> Under C.4.5.6 -The PIM must contain a Panic Button that allows the passenger to send a distress signal to DCTC to be passed to law enforcement officials with the current location of the vehicle				
<b>INSERT:</b> Under C.4.5.6 - The PIM shall contain a Safety Button that allows the passenger to send a signal to DCTC or a District agency with the current location of the vehicle.				
SEE ATTACHED QUESTIONS AND ANSWERS – ATTACHMENT A				
PRE-PROPOSAL CONFERENCE SIGN-IN SHEET – ATTACHMENT B				
<b>THE DATE AND TIME FOR RECEIVING PROPOSALS REMAINS THE SAME – MARCH 12, 2012, 2:00 P.M.</b>				
Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.				
15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer		
		Priscilla Mack		
15B. Name of Contractor	15C. Date Signed	16B. District of Columbia	16C. Date Signed	
(Signature of person authorized to sign)		Priscilla Mack	2-28-12	
		(Signature of Contracting Officer)		

# Attachment A

## **TSMS PROJECT – Responses to RFP Questions**

1. **Question:** Will the Pre-Bid Conference attendance list be publicly available?

**Answer:** Yes. See attachment B.

2. **Question:** Under C.3.3 does the ability to communicate with the taxi driver include voice?

**Answer:** No

3. **Question:** Under C.3.5 how are TSMS vendor systems approved for direct sale to taxi operators?

**Answer:** Only taxicab operators receiving petition approvals by the DCTC to opt-out of the TSMS will be able to buy vendor systems other than the selected TSMS. Any system approved for sale must meet all the requirements of the TSMS and be certified by the DCTC. Rules are currently being drafted to specify requirements for opting-out of the TSMS.

4. **Question:** Under C.3.5 if a taxi operator purchases their own TSMS, are their taxi passengers exempt from the District surcharge?

**Answer:** All taxi passengers will be required to pay the District surcharge once it is established by the DCTC.

5. **Question:** Under C.4.1.1 is authentication required for the taxi vehicle when the driver is authenticated?

**Answer:** Authentication is only required to operate the meter, not the taxi vehicle.

6. **Question:** Under C.4.2.10 is a taximeter printer's receipt acceptable?

**Answer:** A solution that can print a receipt from the rear of the taxicab is required. If Offerors have an alternative approach, it can be specified in the response.

7. **Question:** Under C.4.3.14 please explain why DIM taximeter calibration is not a violation of NIST Handbook 44 2012.

**Answer:** Offerors are welcome to present how their TSMS solutions can remotely calibrate taxi meters using GPS or other mechanisms within applicable laws. If it is determined that remote calibration is a violation of applicable laws, the requirement for remote calibration will be eliminated.

8. **Question:** Under C.4.4.3 is a Credit/Debit card reader acceptable for the passenger activated fare payment transaction process instead of a PIM?

**Answer:** Yes, it is acceptable to have a Credit/Debit card reader that is separate from the PIM.

9. **Question:** Are taxi operators free to choose BLOOMIS compatible dispatch systems other than those mentioned in C.3.6.3.3?

**Answer:** Dispatch is not a requirement of the TSMS and taxi operators are free to choose whatever dispatch systems or solutions they prefer, provided they do not interfere with the operation of the TSMS. The District expects that over time, innovative solution providers will offer consumer-oriented dispatch and other services that compliment the TSMS and offer improvements for the riding public.

10. **Question:** Section C.3.4.1 - taxicab and limousine.

- a. Is this RFP to include all limousines?
- b. If not, how many limousines and how many limousine drivers?  
Since the TSMS does not apply to limousines, the number of limousines and drivers is not relevant to this RFP.

**Answer:** a. This RFP does not include any limousines

b. Since the TSMS does not apply to limousines, the number of limousines and drivers is not relevant to this RFP.

11. **Question:** Section C.3.5 - DCTC intends to provide the TSMS to all licensed taxicab drivers. Drivers move around in different taxis, companies and associations.

- a. Should the intent be to install TSMS equipment in every licensed taxicab vehicle?
- b. Who is responsible for the TSMS equipment? The driver, vehicle owner and/or companies, or the associations?
- c. Can the Offeror hold a deposit for the equipment from the responsible party until it is returned?

**Answer:** a. Yes, the intent is to install the TSMS in every licensed taxicabs

- b. The taxicab driver / operator owning the taxicab within which the TSMS equipment is installed will be responsible for appropriately using and caring for the equipment. Abuse or neglect of the equipment will be the responsibility of the driver / operator. Drivers / operators will be required to have insurance to cover loss, damage and theft of equipment. The Offeror is responsible for general maintenance of all equipment.
- c. The Offeror will not be prevented from requesting an equipment deposit, provided deposits are placed in an interest bearing account to the depositor. Offerors wishing to request a deposit must detail the deposit amount and all policies related to deposit returns

12. **Question:** Section C.3.5 - some taxicab companies and drivers may choose to purchase their own solutions.
- When using their own solution, is the Offeror required to collect the surcharge per trip from the taxicab company or driver?
  - For those who wish to use their own solutions, what part of surcharge per trip are they allowed to keep to cover their cost of their solution?
  - Can the Offeror charge those with their own solution for setup and support fee to interface with DCTC?

**Answer:** a: As part of the Offeror's Financial Management responsibilities, Offeror is responsible for collecting all surcharges from taxicab companies or independent drivers.

b. None of the surcharge may be retained by drivers/operators wishing to use their own solution.

c. Yes, the Offeror may charge those with their own solution for setup and support fees to interface with the central BOMIS component of the TSMS. Offeror's wishing to charge these fees, must outline them in their pricing responses.

13. **Question:** Section C.3.7.2 - is the District aware that if a driver receives training from their company, that would affect their independent contractor status, assuming that DC Cab drivers are considered independent contractors?

**Answer:** All TSMS related training will be provided by the Offeror.

14. **Question:** Section C.3.7.5.2 - the Offeror must collect ride surcharges for credit card and cash payments.

a. Does this include vouchers?

b. If so, who should the Offeror collect it from? The driver or the company?

**Answer:** a. Vouchers for transportation approved by DCTC are exempt from the surcharge.

b. Not applicable.

15. **Question:** Section C.4.2.1 - requires that the GPS cover the entire Metropolitan Washington area. As different entities define the Washington Metropolitan area in different ways, how does the RFP define the Washington Metropolitan area, and what counties, towns, cities, and other entities does the Washington Metropolitan area include?

**Answer:** The RFP defines the Washington Metropolitan area as all the jurisdictions (including adjunct members) of the Metropolitan Washington Council of Governments – see: <http://www.mwcog.org/about/jurisdiction/>

16. **Question:** Section C 4.4.3 - What is the rationale/reasoning behind requiring the card swipes to be placed in the rear of the vehicles?

**Answer:** For convenience to the passenger.

17. **Question:** Section C.4.4.6 - the Offeror will be responsible for the collecting and remitting per ride surcharge fees to the District.
- a. If the driver/company does not pay the Offeror does the Offeror still have to pay the District?
  - b. If the driver/company does not pay the Offeror can the Offeror turn off the meter until payment is received? What other remedies are permitted?
  - c. Can the Offeror require prepayment of ride surcharge fees?

**Answer:**

a. Yes, the Offeror's Financial Management responsibilities include remitting payments for all ride surcharges.

b. Only DCTC will have the authority to disable any meters. Offerors should define policies, recommended remedies, and penalties associated with surcharge collections.

c. The Offeror may offer recommendations on how prepayments for surcharges could be collected for DCTC consideration.

18. **Question:** Section C.4.5.6 - Why is there a panic alert button for a passenger required, yet no panic alert for the driver required? It is not often that a passenger is accosted by a driver, but it is common knowledge that cab drivers, who are basically small businessmen who deal primarily in cash, are easy targets for a robbery or having a fare jump out of the cab without paying?

**Answer:** A panic button is required for the driver, see section C.4.3.6. Note that Section C.4.5.6 has been modified. A safety button is required for the passenger in the Passenger Information Module.

19. **Question:** G.1.2 – If the District is late on any payments to the Offeror, can the Offeror charge a late payment fee to the District?

**Answer:** Refer to Section G of the solicitation

20. **Question:** G.1.2 – What guarantees does the successful Offeror have that the District will make payments in a timely fashion?

**Answer:** Refer to Section G of the solicitation

21. **Question:** Are we able to get a copy of the DCPO-2012-R-0342 in a Word document format?

**Answer:** Word Document format will be available upon request.

22. **Question:** Will the District consider awarding multiple Offerors in a chance to improve the chance of success with such a short installation deadline? For example:
- a. RFP for BOMIS for DCTC (one Offeror)
  - b. RFP for Payment Card processing system and collect ride surcharges (up to three Offerors)
  - c. RFP for in-car equipment DIM and PIM (up to three Offerors)

**Answer:** Yes, the District will consider multiple award options, including the examples presented above.

23. **Question:** Who wrote this RFP? Was this RFP written by the DC Taxi Commission? Was it written by the District? Was it written by the DC City Council? Or was it written by a private entity?

**Answer:** The RFP was written by the District

24. **Question:** If the RFP was written by a private entity, is this private entity in the taxi business in Washington DC?

**Answer:** N/A

25. **Question:** Does this private entity engage in anything to do with the taxi business in DC or the DC Metropolitan area?

**Answer:** N/A

26. **Question:** Do we have any idea how many passengers are taken by all DC Cabs? We need this data broken down by year, month, and day, and also by driver per company or association?

Following are the available data that was compiled according to a recent survey of the 39 most active taxicab companies in the District:

**Answer:**

- a. Trips per day: Range of 8 to-20 trips a day with an average of 10 per day
- b. Total taxicabs: Approximately 6,500
- c. Passenger trips per year: Approximately 25 million

27. **Question:** How many registered taxi companies are in DC?

**Answer:** There are approximately 115 registered taxicab companies in the District

28. **Question:** How many registered associations are in DC?

**Answer:** This information is not tracked

29. **Question:** What is the largest Taxi Company in DC?

**Answer:** This question is not material to the RFP

**30. Question:** What is the largest association in DC?

**Answer:** This information is not tracked

**31. Question:** Does the successful Offeror have to deal with taxi associations or companies that are in bankruptcy or have been in bankruptcy over the past 5 years?

**Answer:** The District is the customer for this solicitation, not taxi associations or other companies.

**32. Question:** Does the successful Offeror have to deal with associations or companies or individual drivers who are under threat from the Taxi Commission or the City Council of removal of their charter?

**Answer:** See response to Question #31.

**33. Question:** Can the bidders get a copy of the Taxi meter fare rate sheet?

**Answer:** Refer to the DCTC website for Fare information

**34. Question:** Does this include a "taxi plus" vehicles (metered sedans such as the Zeru companies that DC is currently having issues with?

**Answer:** No

**35. Question:** Does the DCTC have any idea how many illegal or uninsured vehicles are currently working inside DC?

**Answer:** No

**36. Question:** How many hack inspectors does the DC Taxi Industry currently employ?

**Answer:** This is not relevant to the RFP

**37. Question:** Are hack inspectors employees of the DC Police Department, or the Taxi Commission?

**Answer:** Hack inspectors are employees of the DCTC

**38. Question:** Who will do the training for each individual driver? Will this be done by the successful proponent? Or by each individual company/association?

All TSMS related training will be provided by the Offeror.

**39. Question:** Who will train the individual drivers who are unaffiliated with any company or association?

**Answer:** All TSMS related training will be provided by the Offeror.



40. **Question:** Has the DC Taxicab Commission ever analyzed the driver's manifests during the previous 5 years? If so, what did the average driver earn?

**Answer:** This is not relevant to the RFP

41. **Question:** Since DC put meters in each of its cabs, has the DCTC analyzed the data from any of the taxi meters?

**Answer:** Yes, but the results of the analysis are not relevant to the RFP

42. **Question:** What make and model of taxi meter is most used in Washington DC? And can the bidders get a breakdown of which companies/associations use what meter, and how many different types and models of taxi meters are used by DC Taxicabs and the unaffiliated taxis also.

**Answer:** The DCTC website lists the currently approved meters ([www.dctaxi.dc.gov](http://www.dctaxi.dc.gov) under Information / Meters). Data on most popular models or breakdowns of which companies use what meters are not available.

43. **Question:** Will the successful Offeror be required to give data to the DCTC or any other law enforcement agency on any DC taxicab?

**Answer:** All data collected by the TSMS will be the property of the DCTC

44. **Question:** Will the successful Offeror be reimbursed for legal claims brought against themselves by the DCTC or District for privacy lawsuits brought against it by DC taxicab drivers?

**Answer:** No

45. **Question:** Page 14 of 89 Section C 4.4, where did the statistic of 750 million credit cards come from? And where did the 63% of debit cards used in POS come from?

**Answer:** The statistics came from early research on the subject and the specific citation cannot be determined.

46. **Question:** In DC law – are the drivers considered employees or independent contractors?

**Answer:** According to District law, drivers are considered independent contractors.

47. **Question:** If drivers are neither independent contractors nor employees, what is their legal designation?

**Answer:** See response to Question #46.

48. **Question:** If the District government goes bankrupt or is not able to make payments, what recourse would the Offeror have?

**Answer:** Refer to the bankruptcy law.

**49. Question:** What is the DC “annual living wage”?

**Answer:** Refer to attachment J.5 and attachment J.6

**50. Question:** Based on the Credit Card acceptance requirements on Page 14 section C.4.4.1 which specifies the TSMS must be enabled to accept fare payments from all major credit/debit cards. For the purpose of this RFP, “all major credit/debit cards” is defined as Visa, MasterCard, American Express, and Discover cards including the EMV and NFC Standard payment cards. Page 58 section L.2.1.1.1.12 also states to meet the requirements in C.4.4, to process payments and refunds (section L.2.1.1.1.13)

a. Please clarify the following:

i. Will the awarded vendor solution have to be compliant with EMV and NFC for all credit card acceptances?

**Answer:** EMV and NFC compliance is an optional, but desired feature of the TSMS.

ii. If not, why?

**Answer:** Washington, DC is an international city and receives visitors from around the world. Acceptance of credit cards using the EMV and NFC standards will provide increased convenience for all passengers.

iii. Currently, Visa and MasterCard are moving towards mandatory EMV acceptance during the term of this proposed RFP. Therefore, all credit card solutions must be EMV compliant to meet Visa and MC policy/ruling.

**Answer:** The District expects that Offeror’s solutions meet the standards of the major credit card platforms. If EMV acceptance is to be mandatory for VISA and Mastercard, the Offeror’s solution would need to comply.

iv. Please advise how this will affect the evaluation?

**Answer:** Offeror’s solutions providing more viable payment options will be deemed more favorably.

**51. Question:** Page 8 section C.3.5 specifies the DCTC intends to provide the TSMS (Taxi Smart Meter System) to all licensed taxicab drivers.

a. Please address the following questions:

i. Further explain the funding plan for the TSMS?

**Answer:** The District is funding the TSMS solution.

ii. How does the offer (vendor) receive compensation for its solution?

**Answer:** The winning Offeror will be compensated according to the final price negotiated with that winning vendor(s)

iii. Please elaborate on how the District envisions utilizing the surcharge?

**Answer:** This is not relevant to the RFP

iv. Is the \$0.50 surcharge on a per trip basis?

**Answer:** Yes, the surcharge is a per trip charge.

v. How will drivers remit cash surcharge(s) if they have no revenue from credit card transactions?

**Answer:** As part of the Offeror's Financial Management services, they must describe their proposed process for collection all surcharges.

vi. How many vendors will the DCTC select for this awarded bid?

**Answer:** The number of selected Offerors will depend on the number of qualified bids

52. **Question:** Page 8 section C.4.1.2 requires the solution to perform real time authentication to validate the current driver status (e.g. valid, revoked, or suspended). How often will real time checks for driver suspension be required?

**Answer:** Real time checks against taxi license data should occur whenever a driver is authenticated. If real-time checks are not practical, Offeror's may suggest an alternative schedule.

53. **Question:** Page 9 section C.4.1.6 is failover procedure based on the cab number or driver ID?

**Answer:** Failover procedures should be based on both taxicab number and driver's ID

54. **Question:** Page 16 section C.4.5.5 when and how long is the driver photo displayed on the PIM?

**Answer:** The driver photo should be displayed on the PIM as long as the meter is operating with an active fare

55. **Question:** Page 13 section C.4.3.14 please clarify what is meant by capability to calibrate meters remotely? Please be advised, as you are probably aware taximeters are regulated by Weights and Measures. Currently, Weights and Measures does not allow for the remote calibration of taximeters. Please explain if the DCTC will adhere to the guidelines of Handbook 44?

**Answer:** See response to Question #7

56. **Question:** Page 74 section L.2.2.3 please clarify what is meant by cash flow sweeping revenue?

**Answer:** Cash flow sweeping revenues would be interest revenues gained by any deposits in overnight sweep accounts.

57. **Question:** What rules, regulations or local laws will be in place to mandate the use of the technology proposed in the RFP? Has there been any movement on Councilmember Mary Cheh's Bill (19-630) entitled the DC Taxicab Commission Service Improvement Amendment Act of 2011? Will anything in this legislation affect the District's ability to contract with a vendor through this RFP?

**Answer:** DCTC has the authority to mandate the use of taximeter technology in taxicabs and will draft associated rules. Nothing in the proposed legislation should affect the District's ability to contract with an Offeror for the solution.

58. **Question:** Will there be a contract between the District and the Owners-Drivers to enforce the use of the equipment and to have the equipment installed?

**Answer:** DCTC will draft rules enforcing the installation and use of the equipment.

59. **Question:** The RFP seems to permit an owner to choose a different system than the one selected through this RFP.

a. Please advise on the following:

i. What process will the District use to approve that system?

**Answer:** See response to Question #3

ii. Can an owner switch to a different system during the term of the agreement between vendor and District as a result of this RFP?

**Answer:** Owners can only switch to the non-DCTC TSMS before the term of the agreement and if their opt-out petition is approved by the DCTC and they move to a certified TSMS alternative.

iii. If the owner chooses a different system, how will that system integrate to the contractor's back end?

**Answer:** TSMS alternatives must fully integrate with the Offeror's BOMIS.

iv. Will the vendor awarded this RFP be forced to open up its system to accommodate the other vendor?

**Answer:** The Offeror with the awarded system will be required to fully integrate with other TSMS alternatives.

60. **Question:** The RFP has a proposed 90 day implementation schedule; will the District have enforcement capabilities to force cabs to appear for installation schedules?

**Answer:** The District will have the ability to schedule cabs for installation.

61. **Question:** Installations- RFP states that the District Authorized Taxi meter installation businesses must be used for installations, will this count towards the mandatory subcontracting plan and percentages?

**Answer:** Only if the company is a Certified Business Enterprise (CBE)

62. **Question:** Page 43 section H.9 Subcontracting Requirements Please clarify the following:  
a. How the DCTC envisions this requirement to work?

**Answer:** Refer to Section B.3 of the solicitation.

- b. The RFP calls for the submission of a subcontracting plan to be submitted with the bid- does this plan have to specify the actual subs to be used or just the proposed percentages of subcontracting and/or the proposed areas that will be subcontracted?

**Answer:** Refer to Section H of the solicitation.

- c. The RFP also states that all subcontractors and the terms of the subcontracts have to be approved by the District- when will the approval occur?

**Answer:** During the award of the contract.

63. **Question:** Will the District entertain any waivers from the Buy American revisions of the Standard Contract terms?

**Answer:** The Buy American Act does not apply to this solicitation

64. **Question:** Page C 4.5.2 during the meeting DCTC stated for vendors to submit languages they can incorporate in solution. After discussion within the RFP group we are suggesting English, Spanish and French. Obviously development and translation for key screens that we will be necessary for multi-language.

- a. Multilanguage screens:  
i. Payment  
ii. DCTC taxi information  
iii. General important DC visitor numbers?  
iv. Are voice prompts to be in language?

**Answer:** Having Multilanguage versions of all the screens above would be helpful. Offeror's solutions providing more Multilanguage versions will be deemed more favorably.

65. **Question:** Page 48 section I.5.5 requires if a contractor is using software already produced and used for other systems it controls, please confirm that this data and software is not considered work for hire as indicated since it is not "first produced in the performance of this contract".

**Answer:** The District will have ownership of the data.

66. **Question:** (need page number and section) Along with the Agreement with the District, can the vendor propose individual agreements with owners for ad sharing or must it be through the agreement with the District?

**Answer:** All business arrangements for PIM advertising will be managed through the District and not the individual owners. Bidders are encouraged to propose innovative solutions in managing PIM advertising.

67. **Question:** Are any of the requirements in the RFP optional or mandatory? If so, please advise of those requirements?

**Answer:** Unless otherwise specified in the RFP or subsequent amendments, Offerors should assume that all requirements are mandatory. Offerors should specify if there are any requirements that their solution cannot directly meet and then describe if/how their solution can be configured and/or customized to either directly or generally meet the nature of the requirement.

68. **Question:** To avoid any misunderstanding, please define the DCTC understanding of the following terms in the RFP:

a. Shall?

**Answer:** Mandatory Requirement

b. Optional?

**Answer:** Optional Requirement

c. Mandatory?

**Answer:** Mandatory Requirement

69. **Question:** Page 60 L.2.1.1.1.21 is PIN based debit transactions processing mandatory? If optional, please advise how will it affect the evaluation?

**Answer:** PIN-based transaction processing is mandatory. However, solutions not providing this capability should explain why PIN-based debit transactions are not included in their solutions. Offerors without this capability will still be considered, but their responses may be deemed deficient against this requirement.

70. **Question:** Can the Commission provide the word version of the document?

**Answer:** Word Document format will be available upon request.

71. **Question:** Can Commission please provide a list of all permitted taxicab companies in the DC region?

**Answer:** This information will not be released as part of the RFP.

72. **Question:** Will the per trip surcharge be reduced or eliminated for taxicab companies that purchase their own solution?

**Answer:** Per trip surcharge will be enforced against all trips in licensed District taxicabs.

Also see response to Question #4.

73. **Question:** Does the Commission have a complete list of qualified SBE vendors (computer and networking resellers, etc.)?

**Answer:** Refer to the Department of Small and Local Business Development website at <http://dslbd.dc.gov> for a listing of SBE vendors.

74. **Question:** Will part of the interchange be remitted to taxicab companies that purchase their own solution?

**Answer:** No, see response to Question #12.b.

#### **Section B: Contract Type, Supplies OR Services and Price/Cost**

75. **Answer:** Will there be more than one vendor selected to service the Washington taxicab market?

**Answer:** See response to Question #22.

76. **Question:** If more than one vendor is selected, will the Commission require uniform pricing?

**Answer:** The DCTC has not determined whether uniform pricing will be required if multiple Offeror solutions are selected.

77. **Question:** If more than one vendor is selected, how does the Commission envision using the solutions?

**Answer:** The commission has not fully envisioned how multiple vendor solutions would be used. See response to Question #22.

78. **Question:** If more than one vendor is selected, will Commission establish the pricing guidelines?

**Answer:** The District is purchasing the solution from the Offerors and final pricing will be established through negotiations with each chosen Offeror.

79. **Question:** Will the Commission select more than one BOMIS provider?

**Answer:** The District does not envision having more than one BOMIS.

#### **Section C: Specifications/Work Statement**

80. **Question:** 3.4.1: For a limousine, will a driver enter the fare amount on the DIM?

**Answer:** Limousines are not included as part of this RFP.

81. **Question:** 3.4.2: What does the Commission consider to be a strong authentication?

**Answer:** Strong authentication should at the very least require a username/hack# and a

unique PIN.

**82. Question: 3.5:** What are the integration requirements for a solution purchased independently by a taxicab company?

**Answer:** Certified TSMS alternative solutions must fully integrate with the District's TSMS solution to provide the following capabilities:

- real-time authentication
- messaging to / from the DIM
- trip reporting
- PIM programming

**83. Question: 3.5:** Will the contractor be mandated to provide interfaces for non-TSMS solutions in order to adhere to the requirements?

**Answer:** The contractor must have mechanisms to fully integrate with certified non-District TSMS solutions.

#### **Section C.4 Requirements**

##### **Driver Information Monitor (DIM) with Text Messaging**

**84. Question: 4.3.3:** Is real time traffic data a requirement or a desired option?

**Answer:** Real time traffic data is a desired option. We expect Offerors to provide guidance regarding the benefits of real time traffic data for taxicab drivers based on their taxicab experiences.

**85. Question: 4.3.3:** Is turn-by-turn navigation on DIM mandatory?

**Answer:** Turn-by-turn navigation is a desired option. We expect Offerors to provide guidance regarding the benefits of turn-by-turn navigation for taxicab drivers based on their taxicab experiences.

**86. Question: 4.3.3:** If DIM navigation is mandatory, is audio Turn by Turn instruction mandatory in order to keep drivers focused on the road?

**Answer:** See response to Question #85

**87. Question: 4.3.3:** Are companies/drivers with existing DIM's (connected to existing dispatch systems) that do not support GPS grandfathered in such that they are not required to switch to a new DIM?

**Answer:** Companies / drivers with existing TSMS systems will not be grandfathered in against any of the TSMS requirements.

**88. Question: 4.3.8:** Is it the Commission's intent to provide dispatch services in the future?

**Answer:** The commission has no intent to provide dispatch services in the future. Also, see response to Question #9



**89. Question: 4.3.14:** Is this requirement mandatory?

**Answer:** See responses to Questions #7 and #55

**90. Question: 4.3.14:** Has the Commission verified if the authorized meters can be updated via a serial port connection?

**Answer:** The commission has not verified if the currently authorized meters can be updated via a serial port connection. The DCTC website lists the currently approved meters ([www.dctaxi.dc.gov](http://www.dctaxi.dc.gov) under Information / Meters).

### **Credit/Debit Card Acceptance**

**91. Question: 4.4.1:** Will the selected vendor(s) be able to negotiate different fees/prices with different fleet sizes, fleets with differing credit card processing amounts, or fleets that perform more (or less) trips per day than other fleets?

**Answer:** The Offeror is free to negotiate underlying credit card fees. However, since the District is purchasing the TSMS solution, under no circumstances are credit / debit card transaction fees to be passed to the drivers or passengers.

**92. Question: 4.4.1:** EMV standard has not been officially introduced in US. Please clarify the requirements regarding the EMV cards?

**Answer:** See response to Question #50.a

**93. Question: 4.4.1:** Is NFC card acceptance mandatory?

**Answer:** See response to Question #50.a

**94. Question: 4.4.1:** If NFC card acceptance is mandatory, is it required at the beginning of the project?

**Answer:** See above

**95. Question: 4.4.5:** May the Offeror charge typical card processing fees or is 100% of the money collected expected to be paid out?

**Answer:** Credit / debit card transaction fees cannot be passed to the drivers or passengers and drivers/operators must receive 100% of all charged fares, less the surcharge. Offerors must detail what credit/debit card fees, if any, will be charged to the District in the pricing plans.

**96. Question: 4.4.8:** Can the Commission provide a list of initial optional payment methods?

**Answer:** Offerors should explain what other optional payment methods their solutions can accommodate.

97. **Question:** 4.4.8: Will all taxicab operators be required to accept the optional program payments?

**Answer:** If optional payment methods are adopted, all taxicab operators would be required to accept them.

#### **Passenger Information Monitor (PIM)**

98. **Question:** 4.5.4: Can the Commission confirm that C.4.5.4 does not apply in the case of a taxicab company that purchases their own solution?

**Answer:** Requirement C.4.5.4 DOES apply to all taxicabs, regardless of whether they have the District TSMS or a certified alternative.

99. **Question:** 4.5.9: What is the length of the mandatory PSA's?

**Answer:** Offerors should recommend the appropriate length of a PSA.

#### **Back Office Management Information System**

100. **Question:** 4.6.1.2: Will there be a subsequent authentication requirement?

**Answer:** Users must authenticate every time they login to the BOMIS.

#### **Trip-Sheet Reporting Access**

101. **Question:** 3.6.3.3: Considering the third party integration requirement, is it acceptable to deliver BOMIS in phases?

**Answer:** The District will consider pushing integration with certified non-District TSMS solutions to a phase beyond the initial 90-day implementation window. Offerors should detail their implementation approach if a phased initiative is proposed.

#### **PIM programming**

102. **Question:** 3.6.5.1: Is the intent to only display updated taxi fares to passenger?

**Answer:** The TSMS should always display updated taxi fare information wherever it is displayed on the TSMS.

#### **Help Desk**

103. **Question:** 3.7.4.1: Can the Commission please explain who will have access to the Help Desk?

**Answer:** All taxicab drivers, operators and DCTC administrative staff will have access to the Help Desk.

104. **Question:** 3.7.4.1: In what circumstances are the stakeholders allowed to call the Help Desk? (e.g., any issue at all, or only when credit card functionality is not working?)

**Answer:** Stakeholders can call the Help Desk for any and all issues related to the TSMS.

### **Technical Requirements**

105. **Question:**    **3.8.4:** Can we assume that the premises where the equipment is installed meets appropriate PCI requirements?

**Answer:** Offerors must describe how they will ensure that any equipment, requiring PCI or other compliance, will be installed compliantly.

### **Section H Hiring of District Residents as apprentices and trainees**

106. **Question:**    **1.1:** Does the Commission want the contractor to hire the employees in BOMIS office?

**Answer:** The District will not need the Offeror to hire any employees in the BOMIS office.

107. **Question:**    **9.1.2:** Does this approval or change to the contract have to be made in writing to the CO prior to the submittal of the RFP?

**Answer:** Any changes to the contract have to be made in writing.

108. **Question:**    The RFP mentions in the BOMIS (C.3.6.3.3) that 3 companies already have dispatch systems. Apparently you were unaware that UVC , Inc, Goodwill First, Inc. and USA Cab, Inc. also have invested in installing the TaxiRadar Dispatch system. We would like the BOMIS system requirements to include TaxiRadar in sections C.3.6.3.3. The RFP should be updated to reflect that the 3 companies mentioned already have **radio** dispatch systems.

**Answer:** The 3 companies' reference to in C.3.6.3.3 should be replaced with "some" companies.

# Attachment B

# Development, Installation and Operation of Taxicab Smart Meter System (TSMs)

## PRE-PROPOSAL CONFERENCE

Wednesday, February 08, 2012

NAME	COMPANY/AGENCY	PHONE NUMBER	EMAIL
1. Devin Sears	VZW	2024655781	devin.sears@verizon.net
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3. John Hall	qirs Mobile	863-512 1617	jhall@qirsmobile.com
4. George House	CMT	202258020	ghouse@qirsmobile.com
5. Jesse Davis	CMT	718349 7700 x112	JDAV@CMTNYC.com
6. Mark Schulte	SSI	703-383-3906	Mark.Schulte.ORG
7. Jeff Harris	DDS	631.316.4671	jeff.harris@dispatch.com
8. Eric Scott	BSC	202-784-8337	erickblackman11c.com
9. Jason Diaz	TP	917.570 7913	J.DIAZ@TAPASS.COM
10. Andy Luna	TP	305 814 8614	andy@tapass.com
11. Marc Daniels	SPENT	(202) 591-8553	MARC.DANIELS@SPENT.CO
12. Paul Sabella	Charge Anywhere	732 - 417-4447	psabella@chargeanywhere.com
13. Oscar Muñoz	Charge Anywhere	732-417-4447	oscar@chargeanywhere.com
14. Mathew Cook	Taxi Transportation	213 988-0572	
15. Howard Barrett	Octo		

NAME

COMPANY/AGENCY

PHONE NUMBER

EMAIL

16. Barney Long Jr

WCEC

202 688 1967

Barney Long Jr @ wcecnyc.org Inc. can

17. JEFFREY Karsyski

VariFone

347-848-4354

JEFFREY-K1 @ VariFone

18. \_\_\_\_\_

19. \_\_\_\_\_

20. JEREMY PHILLIPS

RECHARGE INC

703 408 1387

JEREMY @ TXIMAGIC.COM

21. Ching Tang

INDEBRAVE

202 272 6065

JEFFREY-K1 @ VariFone

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